

# ORIGINAL

AZ Corporation Commission Tariff No. 1  
Original Sheet 1

**Applicable to Intrastate Local**

**Telephone Services Within the**

**State of Arizona**

**TERMS AND CONDITIONS FOR PROVISION OF SERVICE**

**For**

**Budget Phone, Inc.**

Issued: April 12, 2002

Issued by:  
Arthur L. Magee, Regulatory Contact/Comptroller  
Budget Phone, Inc.  
6901 W. 70<sup>th</sup> Street  
Shreveport, LA 71149

Effective: May 12, 2002

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**DECISION # 65415**

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Original Sheet 2

## TARIFF CHECK SHEET

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## DESCRIPTION AND AREA OF OPERATIONS

Budget Phone, Inc. is a telecommunications service provider providing telecommunications service in the areas certificated to the Company by the Arizona Corporation Commission.

Company representatives may be contacted at 318-671-5000.

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## SYMBOLS FOR TARIFF CHANGES

The following symbols will be utilized for all changes of material within the General Exchange Tariff:

- C** - Change in Regulation
- D** - Discontinued Rate, Regulation or Text
- E** - Correction of an error made prior to current revision of Tariff
- I** - Increase in Rate
- M** - Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text.
- N** - New Rate, Regulation or Text
- R** - Reduction in Rate
- T** - Text Change, but no change in Rate or Regulation

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## SERVICE AREA MAP

The Company provides competitive local exchange services within the State of Arizona in the service area of Qwest. The Company concurs in and hereby incorporates by this reference all current and effective service territory and local exchange boundary maps filed with the Arizona Corporation Commission by Qwest.

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## DEFINITIONS OF TERMS

### ACCESS LINE

A central office circuit or channel which provides access to the telephone network for local and long distance telephone services.

### AIR LINE MEASUREMENT

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

### ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

### ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

### APPLICANT

Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

### AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

### AUTHORIZED USER

A person, firm or corporation (other than the Customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer

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## DEFINITIONS OF TERMS, (CONT'D.)

### **BUILDING (Same)**

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

### **BUSINESS SERVICE**

Telecommunications service furnished to Customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

### **CALL**

An attempted communication, whether completed or not.

### **CALLING AREA**

See "Local Service Area."

### **CANCELLATION CHARGES**

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

### **CENTRAL OFFICE**

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

### **CHANNEL**

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

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## DEFINITIONS OF TERMS, (CONT'D.)

### CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

- (a) Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.
- (b) Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors

### CLASS OF SERVICE

A description of telecommunications service furnished a Customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-party line.

### COMMISSION

The Arizona Corporation Commission.

### COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of two-way communication between Customer-provided terminal equipment.

### COMPANY

Budget Phone, Inc.

### COMPLEX SERVICE

The provision of a circuit requiring special treatment, special equipment or special engineering design.

### CONDUIT

A tubular runway for cable facilities

### CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

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## DEFINITIONS OF TERMS, (CONT'D.)

### CONNECTION

Denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

### CONNECTION CHARGE

See "Service Charges."

### CONSTRUCTION CHARGE

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

### CONTINUOUS PROPERTY

The plot of ground, together with any building thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

### CONTRACT

The service agreement between a Customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the Customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

### CONTRACT PERIOD

The length of time for which a Customer is responsible for the charges associated with the services, facilities, and equipment under contract.

### COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

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## DEFINITIONS OF TERMS, (CONT'D.)

### CUSTOM CALLING SERVICES

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and is furnished in connection with individual line service (private line).

### CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The Customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

### CUSTOMER PREMISES INSIDE WIRE

All wire within a Customer's premise, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

### CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring provided by a Customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

### CUSTOMER TROUBLE REPORT

Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

### DEMARCATIION POINT

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a Customer's premise. The demarcation point is located on the Customer's side of the Company's protector or equivalent.

### DETACHED ACCESS LINE

An additional circuit connected to an access line either directly or through a switching device which uses Company facilities.

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## DEFINITIONS OF TERMS, (CONT'D.)

### DIRECT BURIAL

The installation of cables or conductors directly in the earth and not in conduit or duct.

### DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

### DIRECT ELECTRICAL CONNECTION

The physical connection of electrical conductors in the communications path.

### DIRECTORY

A book which typically lists each telephone Customer alphabetically, with his/her service location and telephone number.

### DIRECTORY ASSISTANCE SERVICE

Directory assistance service is furnished to supplement the information available in the Company directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

### DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records of information relative to a Customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

### DISCONNECT NOTICE

The written notice sent to a Customer following billing, notifying the Customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

### DISCONNECTION OF SERVICE

An arrangement for a permanent interruption of telephone service, made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer. A "final" bill would be rendered showing moneys owed to the Company net of any amounts to be refunded as of the date the service was disconnected.

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## DEFINITIONS OF TERMS, (CONT'D.)

### DROP WIRE

Wires used to connect the aerial, buried or underground distribution facilities to the point where connection is made with a Customer's premise.

### E911 SERVICE

See Emergency Number Service.

### EMERGENCY NUMBER SERVICE

A telephone exchange communication service whereby a public safety answering point designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

### ENTRANCE FACILITIES

Facilities extending from the point of entrance on private property to the premise on which service is furnished.

### EXCHANGE

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

### EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

### EXCHANGE SERVICE

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

- (a) Flat rate service: A classification of exchange service furnished a Customer for which a stipulated charge is made regardless of the amount of use.

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## DEFINITIONS OF TERMS, (CONT'D.)

### FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

### FLAT RATE SERVICE

A classification of exchange service furnished a Customer for which a stipulated charge is made regardless of the amount of use.

### GENERAL EXCHANGE SERVICES

Services furnished by the Company connected to or associated with primary local exchange service.

### HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

### HIGH CAPACITY CIRCUIT (HI CAP)

Digital-data transmission service equal to, or in excess of T1 data rates (1.544 Mbits).

### HOUSEHOLD

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

### IDENTIFICATION NUMBER

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

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## DEFINITIONS OF TERMS, (CONT'D.)

### INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

### INITIAL NONRECURRING CHARGE

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

### INITIAL SERVICE PERIOD

The minimum period of time for which service is provided, which is typically one month unless otherwise specified in the Tariff

### INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to service connection charges.

### INTEREXCHANGE PRIVATE LINE

A communication path between two or more serving areas not connected for exchange telephone service.

### INTERFACE

- (a) The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

### INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

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## DEFINITIONS OF TERMS, (CONT'D.)

### INTERLATA

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

### INTRALATA

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

### INTRAEXCHANGE CHANNEL SERVICE

Channel connecting two or more "primary terminations" in the same exchange.

### INTRAEXCHANGE SERVICE

Telecommunications service confined wholly within a single exchange.

### JACK

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

### KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the Customer's communications system.

### KEY SYSTEM LINE

A circuit connecting key system equipment with a central office.

### KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

### KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

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## DEFINITIONS OF TERMS, (CONT'D.)

### LINE

See "Access Line."

### LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company serving area which are grouped to serve common social, economic, and miscellaneous purposes.

### LOCAL CALLING AREA

See "Local Service Area."

### LOCAL CHANNEL

Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

### LOCAL EXCHANGE SERVICE

Telecommunications service provided within an exchange for the purpose of establishing connections between Customer premise within the exchange, including connections between a Customer premise and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

### LOCAL MESSAGE

A communication between two or more exchange access lines within the local service area of the calling telephone.

### LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

### LOCAL SERVICE

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving area between which no toll rates apply.

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## DEFINITIONS OF TERMS, (CONT'D.)

### LOCAL SERVICE AREA (LOCAL CALLING AREA)

The area within which telephone service is furnished Customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

### LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a Customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

### LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified by the Company.

### MAINTENANCE SERVICE CHARGE

A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of Customer-provided equipment or inside wiring.

### MESSAGE

A communication between two or more exchange access lines. Messages may be classified as local or toll.

### MILEAGE

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

### MINIMUM CONTRACT PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment, whether or not retained by the Customer for such minimum length of time.

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## DEFINITIONS OF TERMS, (CONT'D.)

### NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

### NONPUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the Customer, is not listed in the telephone directory and is not made available to the general public by the Company.

### NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

### OFF PREMISE EXTENSION (OPX)

A telephone located in a different office or building from the main phone system.

### ONE PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one premise.

### PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

### PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

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## DEFINITIONS OF TERMS, (CONT'D.)

### PREMISE

The same premise consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the Customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

### PREMISE WIRING

All wire within a Customer's premise, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes riser, buried and aerial cable.

### PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

### PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

### PRIMARY SERVICE

The initial provision of voice grade access between the Customer's premise and the switched telecommunications network. This includes the initial connection to a new Customer, the move of an existing Customer to a new premise, or the change of a telephone number.

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## DEFINITIONS OF TERMS, (CONT'D.)

### PRIMARY TERMINATION

Applies to channels which extend beyond the continuous property of a Customer or the confines of a single building housing the first premises of more than one Customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a Customer. When more than one Customer's premise is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

### PRIVATE BRANCH EXCHANGE

An arrangement of equipment situated on a Customer's premises consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The Private Branch Exchange provides for intercommunications between these telephones, for communication with the general exchange network, and for long distance message telecommunications service.

### PRIVATE BRANCH EXCHANGE LINE

A channel connecting the Private Branch Exchange (PBX) station or other terminal equipment with the PBX switching equipment.

### PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a private branch exchange system with a central office for communication with the general exchange network and for long distance message telecommunications service.

### PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

### PRIVATE LINE SERVICE

The channels furnished to a Customer for communication between specified locations.

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## DEFINITIONS OF TERMS, (CONT'D.)

### PROTECTIVE CONNECTING ARRANGEMENT

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

### PUBLIC THOROUGHFARE

A road, street, highway, lane or alley under the control of and kept by the public.

### PUBLISHED TELEPHONE NUMBER

A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

### RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

### REFERENCE LISTING

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

### REGISTERED PROTECTIVE CIRCUITRY

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with part 68 of the Federal Communications Commission's Rules and Regulations.

### REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

### RESIDENTIAL SERVICE

Telecommunications service furnished to Customers when the actual or obvious use is for domestic purposes.

### ROTARY HUNTING SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

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## DEFINITIONS OF TERMS, (CONT'D.)

### SERVICE CHARGE

A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

### SERVICE DROP

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a Customer's telephone.

### SERVING CENTRAL OFFICE

The central office from which a Customer's telephone service is normally provided.

### SIGNAL CONDITIONING EQUIPMENT

That equipment connected to a channel to condition signals generated by data terminal equipment.

### SINGLE CHANNEL (Half Duplex)

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

### SPECIALIZED CUSTOMER PREMISE EQUIPMENT

Terminal equipment required by persons with impaired hearing, speech, vision or mobility.

### STATION EQUIPMENT

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

### SUPERSEDURE OF SERVICE

An Applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a Customer discontinuing that service when the Applicant is to take service on the premise where service is being rendered, and if a notice to that effect from both the Customer and the Applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

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## DEFINITIONS OF TERMS, (CONT'D.)

### SUPPLEMENTAL CONTRACT

A contract for service, equipment or facilities in addition to that provided for under the original contract.

### SUSPENSION OF SERVICE

An arrangement made at the request of the Customer, or initiated by the Company, for temporarily interrupting service.

### TARIFF

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the Customer class filed with the Commission.

### TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this Tariff.

### TELEPHONE COMPANY

See "Company."

### TELEPHONE NUMBER

A numerical designation assigned to a Customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

### TELEPHONE SOLICITATION

An unsolicited telephone call.

### TEMPORARY DISCONNECTION

See "Suspension of Service."

### TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as, but not limited to, service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

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## DEFINITIONS OF TERMS, (CONT'D.)

### TERMINATION AGREEMENT

An agreement between the Company and the Customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the Customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

### TERMINATION CHARGE

A charge made to liquidate a Customer's obligations for termination of service prior to the expiration of the initial contract period.

### TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the Customer or by the Company under its regulations concerning cancellation for cause.

### TIE LINE

A circuit connecting two switching systems (e.g., Private Branch Exchange and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the stations connected.

### TOLL MESSAGE

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

### TRUNK LINE

A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

### UNDERGROUND SERVICE CONNECTION

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

### VOICE GRADE FACILITY

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

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## DEFINITIONS OF TERMS, (CONT'D.)

### WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

A service designed to meet the needs of Customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

### WIRE CENTER

A central office location where telephone feeder and distribution cables are terminated.

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## SECTION 1 - GENERAL RULES AND REGULATIONS

### 1.1 GENERAL APPLICATION

- 1.1.1 The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the serving area listed in this Tariff.
- 1.1.2 Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- 1.1.3 Failure on the part of any Customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

### 1.2 ESTABLISHING SERVICE

#### 1.2.1 **Availability of Facilities**

- A. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available.
- B. The Company shall not be liable for failure to furnish service.
- C. When service and facilities are provided in part by the Company and in part by other connecting companies the regulations of the Company apply to that portion of the service and facilities furnished by the Company.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.2 ESTABLISHING SERVICE (Cont'd.)

#### 1.2.2 Application for Service

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. If there is reason to believe that a Customer applying for service has defrauded, is defrauding, or intends to defraud the Company, or if other good cause exists, the Company may refuse to accept an application for service made orally or in writing.
- C. The Company may obtain the following minimum information from each new applicant for service:
  - 1. Name or names of applicant(s);
  - 2. Service address or location and telephone number;
  - 3. Billing address, if different than service address;
  - 4. Address and telephone number where service was provided previously;
  - 5. Date applicant will be ready for service;
  - 6. Indication of whether premises have been supplied with telephone utility service previously;
  - 7. Class of service to be provided; and
  - 8. Indication of whether applicant is owner or tenant of or agent for the premises.
- D. When service is requested by two (2) or more individuals, the Company shall have the right to collect the full amount owed to the Company from any one (1) of the applicants.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.2 ESTABLISHING SERVICE (Cont'd.)

#### 1.2.3 Cancellation or Change in Application for Service

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Minimum Service Charge may apply.
- C. When a Customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer is also required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.2 ESTABLISHING SERVICE (Cont'd.)

#### 1.2.4 Refusal of Service

##### A. Grounds for Refusal of Service:

1. The Company may refuse to serve an Applicant for any one of the following reasons:
  - a. The Applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.
  - b. In extraordinary circumstances where an Applicants unlimited access to the network may result in substantial loss of revenue to the Company.
  - c. For refusal to make a deposit if the Applicant/Customer is required to make a deposit under the requirements outlined in this Tariff.

##### B. Applicant's Recourse

In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.

#### 1.2.5 Transfer, Assignment, or Supersedure of Service

- A. Service previously furnished to one (1) Customer may not be assumed by a new Customer without lapse in the rendition of service. The new Customer must execute a new service agreement subject to the provisions of this Tariff.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.2 ESTABLISHING SERVICE (Cont'd.)

#### 1.2.6 **Minimum Service Periods**

Unless otherwise specified elsewhere in this Tariff, the minimum service period for all services offered in this Tariff is one (1) month beginning on and including the day following the establishment of service. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations. For purposes of administration, each month is considered to have thirty (30) days.

#### 1.2.7 **Priority of Establishment of Service**

- A. Applications for service in a particular exchange will be completed in the chronological order of their receipt to the extent practical and economical, and depending on the availability of facilities.
- B. Service establishment shall be scheduled for completion within 10 working days of the date the Customer has been accepted for service, except in those instances when the Customer requests service establishment beyond the 10 working day limitation.
- C. The maximum interval of 10 working days applies to single line residence and business installations only. Multiline services and any special equipment configurations shall be installed within a reasonable time frame based on availability of necessary equipment.
- D. When the Company has made arrangements to meet with a Customer for service establishment purposes and the Company or the Customer cannot make the appointment during the prearranged time, the Company shall reschedule the establishment to the satisfaction of both parties.
- E. Unless another time frame is mutually acceptable to the Company and the Customer, the Company will schedule service establishment appointments within a maximum range of 4 hours during normal working hours.
- F. For the purposes of this rule, service establishments are where the Company's and Customer's facilities are available and the Company needs only to connect the service.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.3 FURNISHING OF SERVICE

#### 1.3.1 **Provision and Ownership of Service and Facilities**

Service and facilities furnished by the Company on the premise of a Customer or Authorized User are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premise at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the Customer's premise, or to remove such facilities which are no longer necessary for the provision of service.

#### 1.3.2 **Company Facilities at Hazardous or Inaccessible Locations**

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the Customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The Customer will reimburse the Company for any unusual costs involved.
- B. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.3 FURNISHING OF SERVICE, (Cont'd.)

#### 1.3.3 Protective Equipment

- A. Protective equipment is required when a hazardous electrical environment is present at a Customer's premise and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions of Section 10 of this Tariff.
- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

#### 1.3.4 Telephone Numbers

- A. Telephone numbers are the property of the Company and are assigned to the service furnished the Customer. The Company reserves the right to change such numbers and/or the central office name associated with such numbers assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- B. The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.3 FURNISHING OF SERVICE (Cont'd.)

#### 1.3.5 Classifications of Service

##### A. Basis for Classification

1. The determination as to whether Customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
2. The Company reserves the right to classify any local service furnished a Customer as business or residence service, in compliance with this Tariff.

##### B. Application of Business Rates

Business rates apply whenever the use of the service is primarily or substantially of a commercial, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use.

##### C. Application of Residence Rates

Residence rates apply when the use of the service is of a domestic nature, provided that service is not used substantially for occupational purposes.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.3 FURNISHING OF SERVICE (Cont'd.)

#### 1.3.6 Installation, Maintenance, and Repair of Facilities

- A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The Customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.
- C. The Customer may be billed the applicable Minimum Service Charge for each service call to the Customer's premise where off-hook condition is found.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.3 FURNISHING OF SERVICE (Cont'd.)

#### 1.3.7 **Work Performed Outside Regular Working Hours**

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a Customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the Customer may be required to pay the amount of additional costs the Company incurs as a result of the Customer's special requirements, in addition to the other rates and charges specified in this Tariff.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.4 USE OF SERVICE AND FACILITIES

#### 1.4.1 Use of Service

- A. The Company may refuse to install or may terminate a Customer's service if it is located on premise of a public or semi-public nature or in a business establishment, where the public in general or patrons of the Customer may make use of the service.
- B. Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from the user except as provided herein:
  - 1. Access services provided pursuant to Interstate or Intrastate Access Services Tariffs the Company issues or concurs in.
  - 2. Services provided to hotels, motels, hospitals, and cellular and paging Customers when such services are resold to guests, patients, or Customers.
- C. The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein, regardless of whether such charges are associated with the Customer's usage or that of any Authorized Users and regardless of whether such Authorized Users have paid the Customer for their share of the Company's charges.

#### 1.4.2 Accessories Provided by the Customer

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The Customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

#### 1.4.3 Limit On Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.4 USE OF SERVICE AND FACILITIES, (Cont'd.)

#### 1.4.4 Unlawful, Abusive, or Fraudulent Use of Service

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.
  
- B. The Company may suspend or terminate telephone service to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

#### 1.5.1 Discontinuance of Service

##### A. Non-payment Service Interruption

In the event of a proposed disconnection of non-pre-paid residential basic local service, the following procedures shall apply:

1. No non-prepaid local service can be disconnected for non-payment of Local Service Charges unless the Company has given the affected Customer a written notice of the proposed disconnection at least five (5) days before the proposed date of disconnection, except under those conditions specified where advance written notice is not required.

- B. If a Customer's check is returned for insufficient funds or dishonored by the bank, this constitutes an automatic waiver of the written notice requirements.

##### C. Disconnection With Notice

Telephone service may be disconnected within 5 days after proper notice for any of the following reasons:

1. Failure to pay a delinquent account, including only the carriage charges of an interexchange carrier when the Company bills for those carriers.
2. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment when a reasonable attempt has been made to notify the Customer and the Customer is provided with a reasonable opportunity to remedy the situation.
3. Failure to comply with deposit or guarantee arrangements where required.
4. Failure of the Customer to provide the Company with reasonable access to its equipment and property.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

#### 1.5.1 Discontinuance of Service, (Cont'd.)

##### C. Disconnection With Notice, (Cont'd.)

5. Customer breach of contract between the Company and Customer.
6. When necessary for the Company to comply with an Order of any governmental agency having such jurisdiction.
7. Unauthorized resale of equipment or service.
8. Failure to pay the account of another Customer as guarantor thereof.
9. The Company will make reasonable effort to notify any co-signer or guarantor of the Customer and third person designated by the Customer.
10. Advance written notice shall contain at a minimum the following information:
  - a. The name of the person whose service is to be terminated and the telephone number where service is being rendered.
  - b. The Company rules or regulation that was violated and explanation thereof or the amount of the bill which the Customer has failed to pay in accordance with the payment policy of the Company, if applicable.
  - c. The date on or after which service may be terminated.
  - d. A statement advising the Customer to contact the Company at a specific phone number for information regarding any deferred billing or other procedures which the Company may offer or to work out some other mutually agreeable solution to avoid termination of the Customer's service.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd.)

#### 1.5.1 Discontinuance of Service (Cont'd.)

D. Telephone service may be disconnected without notice under the following circumstances:

1. If an unsafe or hazardous condition related to the service exists on the premises of the Customer;
2. If the use of the service on the premises of the Customer is determined by the Company to be detrimental or damaging to the facilities or services of the Company or its Customers;
3. The Company determines, based upon the acts of the Customer or the condition of his or her premises, that the Customer has defrauded, is defrauding, or intends to defraud the utility, unless the conditions constituting the fraud have been corrected;
4. If an event in the nature of force majeure or vis major occurs that requires the termination of the service; or
5. If the location at which the service is provided has been abandoned.

#### E. Disconnection on Holidays or Weekends

Unless a dangerous condition exists or unless the Customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting services.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd.)

#### 1.5.2 Termination of Service

##### A. Termination of Service by the Company

1. When the service is terminated on the initiative of the Company because of violation of its regulations by the Customer, the regulations stipulated in the paragraph below for termination of service by the Customer apply.
2. Should service be terminated for nonpayment of charges, restoration of service will be made only as prescribed elsewhere in this Tariff.

##### B. Termination of Service by the Customer

Service may be terminated at any time upon reasonable notice from the Customer to the Company. Upon such termination, the Customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Termination Charges, if any.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd.)

#### 1.5.3 Restoration of Service

- A. The Company will resume service if the Customer has complied with the requirements set forth in this Tariff, upon the Order of any court of competent jurisdiction or the Commission or immediately upon a determination that failure to resume service would be especially dangerous to the health of the Customer or any person who is a permanent resident of the premises where the service is being provided.
- B. At its discretion, the Company may restore or re-establish service, which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS

#### 1.6.1 General

- A. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.
- B. The Company will provide to all new telephone utility Customers at the time service is initiated, a pamphlet or information packet advising the Applicant of his or her rights as a Customer. This information shall inform the Customers concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; Customer complaints, supervisory review by the Company and registering a complaint with the Commission; Company business office hours, addresses and telephone numbers; statement of nondiscrimination; and availability of any special services such as readers or notices in Braille, as well as the telephone number of the teletypewriter for the deaf at the Commission.

#### 1.6.2 Customer Complaints

- A. Upon complaint to the Company by a Customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof.
- B. In the event the complainant is dissatisfied with the Company's report, the Company will advise the complainant of the Commission complaint process, and inform the complainant that they may contact the Division at the Commission which is responsible for handling complaints.
- C. Upon receipt of a complaint, either by letter or by telephone, from the Commission on behalf of a Customer, the Company shall make a suitable investigation and advise the Commission within thirty (30) days of the results thereof.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS

#### 1.6.2 Customer Complaints, (Cont'd.)

- D. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof, for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges, which require no further action by the Company, will not be recorded.

#### 1.6.3 Applicant or Customer Deposit

##### A. Definition of Applicant and Customer

For purposes of this subsection, an Applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service or has received service in the past.

##### B. Establishment of Credit

1. The Company may require an Applicant, a presently disconnected Customer, or a former Customer to satisfactorily establish credit for the purpose of guaranteeing final payment for service. Such establishment of credit will not relieve the Customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.
2. The Customer establishes credit if
  - a. During the 2 years preceding the request for service, has been a Customer of the Company and has established satisfactory credit or another municipal or regulated telephone utility, has made timely payment of each bill issued to the Customer during the most recent 12 months of service, and his record of payment can be verified;
  - b. uses a co-signer or guarantor, at the option of the Company, with credit acceptable to the Company;
  - c. Receives benefits from a retirement plan or the Social Security Administration, unless he/she has unsatisfactory credit; or

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS, (Cont'd.)

#### 1.6.3 Applicant or Customer Deposit, (Cont'd.)

##### B. Establishment of Credit, (Cont'd.)

2. The Customer establishes credit if, (Cont'd.)

d. Demonstrates credit worthiness in any other manner satisfactory to the Company.

3. Upon request, the Company will provide a form to use when requesting credit history from another utility.

##### C. Co-signers and Guarantors

A co-signer or guarantor must be a Customer of the Company providing service to the Customer for whom the co-signer or guarantor is acting.

##### D. Deposits

1. The Company will not require deposits.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS (Cont'd.)

#### 1.6.4 **Payment for Service**

9.(Cont'd.)

A Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customer telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or facilities furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Sections concerning discontinuance of service.

##### A. **Payment of Bill for Pre-paid Services**

Bills for pre-paid basic local services will be issued 15 days prior to the due date.

##### B. **Payment of Bill for non-Pre-Paid Services**

1. Bills for telephone service will be rendered monthly. Bills may be rendered more frequently, however, when it is considered necessary or advisable by the Company.
2. A bill for service is due upon deposit of the bill with the United States Postal Service; or in the case of delivery by other means, upon delivery of the bill to the billing address of the Customer.
3. A bill is past due no earlier than 15 days after its issuance. If the last day for payment before that date falls on a Sunday, legal holiday, or any other day on which the office of a utility used for the payment of bills is closed, the last day for payment is the next business day. Payment of a bill by first-class mail is timely if the payment is received by the utility not more than 3 days after the past due date.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS (Cont'd.)

#### 1.6.4 **Payment for Service, (Cont'd.)**

##### C. Payment Location

1. A Customer may pay the bill, unless there is reason to believe that he has defrauded, is defrauding or intends to defraud the Company. Or other good cause exists, by depositing payment with the United States Postal Service for delivery to the Company by first-class mail;
2. By making payment at the business office of the Company; or
3. By making payment to any person authorized by the Company to accept payment.

##### D. Content of Bill for Service

Each bill for service issued by the Company to a Customer shall set forth the following:

1. Monthly charge for basic exchange service including delineation of the following:
  - a. Total charge for Customer requested services and/or equipment.
  - b. Installation costs or other service fees, where applicable.
  - c. Reconnect fee, where applicable.
2. Miscellaneous charges and credits shall be shown separately.
3. Any taxes included in the Customer's billing.
4. Total amount due and due date.
5. Past due amount.
6. Utility telephone number.
7. Customer's name.
8. Service account number.
9. Billing terms:
  - a. The billing date shall be printed on the bill and the date rendered shall be the mailing date.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS (Cont'd.)

#### 1.6.4 Payment for Service, (Cont'd.)

##### D. Content of Bill for Service, (Cont'd.)

- b. Bills for telephone services may be considered delinquent 15 days after the date the bill is rendered.
- c. Delinquent accounts for which payment has not been received may be terminated 22 days after the date the bill is rendered.
- d. All payments shall be made at or mailed to the office of the Company or to the Company's duly authorized representative.

##### E. Dispute Resolution

- 1. If a Customer disputes any bill, charge, or service, the Company shall promptly investigate the matter and report its determination to the Customer. If the Customer so requests, the report must be made in writing. Whether or not a written report is requested, upon an adverse determination by the utility, it shall inform the Customer of his right to file a complaint with the division.
- 2. If the Customer is not satisfied with the Company's determination, the Customer may file a complaint with the division.
- 3. If a complaint is filed, unless the Company agrees to waive the requirement at the request of the division, the Customer may be required by the Company to pay any disputed amount to the Company pending resolution of the complaint. If such a payment is made, the Company shall refund any money found by the Commission to have been charged improperly.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS (Cont'd.)

#### 1.6.4 **Payment for Service** (Cont'd.)

##### F. Pro Rating of Charges

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

##### G. Suspended or Disconnected Service

1. Should service be suspended for nonpayment of charges, it will be restored only as provided in Section 1.5.3 of this Tariff.
2. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.

##### H. Payment Arrangements

1. Payment Arrangements apply to non-prepaid residential Customers only.
2. The Company, prior to termination, will offer to qualifying non-prepaid residential Customers a deferred payment plan for the Customer to retire unpaid bills for Company service.
3. Each deferred payment agreement entered into by the Company and the Customer due to the Customer's inability to pay an outstanding bill in full shall provide, that service will not be discontinued if:
  - a. Customer agrees to pay a reasonable amount of the outstanding bill at the time the parties enter into the deferred payment agreement.
  - b. Customer agrees to pay all future bills for Company service in accordance with the rules of this Tariff.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS (Cont'd.)

#### 1.6.4 **Payment for Service** (Cont'd.)

##### H. **Payment Arrangements**, (Cont'd.)

##### 3. (Cont'd.)

- c. Customer agrees to pay a reasonable portion of the remaining outstanding balance in installments over a period not to exceed 6 months.
4. For the purposes of determining a reasonable installment payment schedule under these rules, the Company and the Customer shall give consideration to the following conditions:
  - a. Size of the delinquent account
  - b. Customer's ability to pay
  - c. Customer's payment history
  - d. Length of time that the debt has been outstanding
  - e. Circumstances which resulted in the debt being outstanding
  - f. Any other relevant factors related to the circumstances of the Customer.
5. Any Customer who desires to enter into a deferred payment agreement shall establish such agreement prior to the Company's scheduled termination date for nonpayment of bills; Customer failure to execute a deferred payment agreement prior to the scheduled termination date shall not prevent the Company from discontinuing service for nonpayment.
6. Deferred payment agreements may be in writing and may be signed by the Customer and an authorized Company representative.
7. A deferred payment agreement may include a finance charge as approved by the Commission.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS (Cont'd.)

#### 1.6.4 **Payment for Service** (Cont'd.)

##### H. **Payment Arrangements, (Cont'd.)**

8. If a Customer has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect service pursuant to the Company's termination of service rules and, under such circumstances, it shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.6 CUSTOMER RELATIONS (Cont'd.)

#### 1.6.5 Allowance for Interruptions

In the event a Customer's service is interrupted other than by the negligence or willful act of the Customer or for mechanical problems past the Company's facility connection point with the Customer, and it remains out of order for twenty-four (24) hours or longer after being reported to be out of order and after access to the premise is made available, appropriate adjustments or refunds shall be made to the Customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the Customer shall be the pro-rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund is calculated as follows:

$$\text{Amount of Refund} = \frac{\text{Total number of Days Interrupted}}{\text{Total Number of Days in Billing Period}} \times \text{Monthly Rate}$$

#### 1.6.6 Adjustment of Charges for Over Billing and Under Billing

If billings for Telecommunications Service are found to differ from the Company's lawful rates for the services being purchased by the Customer, or if the Company fails to bill the Customer for such services, a billing adjustment shall be calculated by the Company.

The back billing for both overcharges and undercharges to the Customer shall not exceed twelve (12) months.

If such undercharges are one hundred dollars (\$100.00) or more, the Company shall offer the Customer a deferred payment plan option for the same length of time as that of the under billing.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.7 LIABILITY OF THE COMPANY

#### 1.7.1 Service Irregularities

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount equivalent to the proportionate Local Service Charge to the Customer for the period of service during which such service irregularities occur and continue.

However any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or failure or defects in facilities furnished by the Company which are caused or contributed to by the negligence or willful act of the Customer, Authorized User, or Joint User or which arise from the use of Customer provided premise equipment shall not result in the imposition of any liability whatsoever upon the Company.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.7 LIABILITY OF THE COMPANY, (Cont'd.)

#### 1.7.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

#### 1.7.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the Customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof.

#### 1.7.4 Defacement of Premise

The Company is not liable for any defacement or damage to the premise of a Customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premise.

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## SECTION 1 - GENERAL RULES AND REGULATIONS, (CONT'D.)

### 1.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

#### 1.8.1 General

Arrangements will be developed on a case-by-case basis in response to bona-fide request from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive request may be different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a nondiscriminatory basis.

### 1.9 TEMPORARY PROMOTIONAL PROGRAMS

#### 1.9.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges to introduce present or potential Customers to a service not previously received by the Customer(s).

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## SECTION 2 - SERVICE CHARGES

### 2.1 DEFINITIONS

#### 2.1.1 Account

A Customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one (1) or more premise as long as it is part of his/her main telephone system and billed to the main telephone number.

#### 2.1.2 Service Charge Elements

##### A. Service Order Charge

The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.

##### B. Customer Premise Visit Charge

The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service.

### 2.2 APPLICATION OF CHARGES

#### 2.2.1 General

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (9:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.

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## SECTION 2 - SERVICE CHARGES, (CONT'D.)

### 2.2 APPLICATION OF CHARGES (Cont'd.)

#### 2.2.1 General (Cont'd.)

- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.
- F. Service Charges are not applicable for:
  - 1. Moves or changes required for normal maintenance and repair of the Company's service.
  - 2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
  - 3. An upgrade or regrade of service for Company reasons.
  - 4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
  - 5. Telephone number changes for Company reasons.
  - 6. When existing Customers disconnect their Local Exchange Access Service.
  - 7. Blocking access to 976 Service, provided that the blocking is requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

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## SECTION 2 - SERVICE CHARGES, (CONT'D.)

### 2.2 APPLICATION OF CHARGES (Cont'd.)

#### 2.2.2 Specific Application of Service Charges

##### A. Service Order Charges

##### 1. Service Order Charges are applicable:

- a. For requests to establish an account for initial connection of service.
- b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
- c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
- d. For restoration of service disconnected for non-payment of telephone bills.
- e. For subsequent requests for service, for restoration of service at the Customer's request, and for requests for change in class or grade of service.
- f. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
- g. For additions, moves or changes of lines in the same building or in different buildings on the same premise.
- h. For each telephone number changed at the Customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
- i. For changes to a directory listing if a Customer requests this change more than once in a calendar year.
- j. When two (2) or more segments of a local private line or detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.

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## SECTION 2 - SERVICE CHARGES, (CONT'D.)

### 2.2 APPLICATION OF CHARGES (Cont'd.)

#### 2.2.2 Specific Application of Charges (Cont'd.)

##### B. Customer Premise Visit Charge

1. A Premise Visit Charge is applicable when a trip to the Customer's premise is required to complete work requested by a Customer, as shown on the related Service Order.
2. Only one (1) Premise Visit Charge will apply in connection with the same service order.
3. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

### 2.3 SCHEDULE OF SERVICE CHARGES - BUSINESS AND RESIDENCE CUSTOMERS

	<u>Business</u>	<u>Residence</u>
A. Service Ordering Charge:		
1. For connecting new or additional central office lines, per Service Order		\$ Reserved for Future Use
2. For moving or changing existing service and equipment or adding new or additional service and equipment other than central office lines, per Service Order		\$ Reserved for Future Use
B. Premise Visit Charge		
1. For premise visit associated with installation of service.		\$ Reserved for Future Use
2. For premise visit associated with Customer request for service.		\$ Reserved for Future Use

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## SECTION 2 - SERVICE CHARGES, (CONT'D.)

### 2.4 SCHEDULE OF SERVICE CHARGE -- PRE-PAID CUSTOMERS

	<u>Pre-Paid Residence</u>
A. Service Ordering Charge:	
1. For connecting new central office lines, per Service Order	\$ 30.00
2. For moving or changing existing service and equipment or adding new or additional service and equipment other than central office lines, per Service Order	\$ 39.95
3. Number Change Charge	\$ 30.00
<hr/>	
B. Premise Visit Charge	
1. For premise visit associated with installation of service.	\$ Reserved for Future Use
2. For premise visit associated with Customer request for service	\$ Reserved for Future Use

### 2.5 TERMINATION CHARGE

#### 2.5.1 General

When a Customer cancels an order for service prior to the establishment of service or the expiration of the initial contract period, a Termination Charge may be applicable.

### 2.6 RETURNED CHECK CHARGE

#### 2.6.1 General

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

#### 2.6.2 Rates

Per Occurrence \$ 15.00

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## SECTION 2 - SERVICE CHARGES, (CONT'D.)

### 2.7 RESTORATION OF SERVICE

#### 2.7.1 General

When service is temporarily suspended for non-payment of charges and the service will be restored upon payment of past-due charges, as discussed in Section 1 of this Tariff. In addition, a Restoration of Service Charge will be applied.

#### 2.7.2 Rates and Charges

Per Occurrence

\$ Reserved for Future Use

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## SECTION 3 - LOCAL EXCHANGE SERVICE

### 3.1 LOCAL EXCHANGE RATES

#### 3.1.1 **General**

Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different serving area at monthly rates as set forth in this Section. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

Basic Service provides a Customer with a single, voice grade dial tone which allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with touch-tone as a standard feature. Basic Service is available with the features described in Section 5.

#### 3.1.2 **Base Rates**

##### 3.1.2.A **Business and Non-Pre-Paid Residence Customers**

	<b>Business</b>	<b>Residence</b>
Rate Class 1 – Flat Rate Monthly		\$ Reserved for Future Use

##### 3.1.2.B **Residence – Pre-Paid Customers**

Monthly Access – With Prompt Pay	\$ 39.95
Monthly Access – Without Prompt Pay	\$ 49.95
Wireline Maintenance	\$ 4.99

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## SECTION 3 - LOCAL EXCHANGE SERVICE, (CONT'D.)

### 3.1 LOCAL EXCHANGE RATES, (Cont'd.)

#### 3.1.2 Local Calling Areas

City \_\_\_\_\_ Serving area in Local Calling Area

The Company concurs with the local calling areas of Qwest as filed with the Arizona Corporation Commission by Qwest.

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## SECTION 3 - LOCAL EXCHANGE SERVICE, (CONT'D.)

### 3.1 LOCAL EXCHANGE RATES, (Cont'd.)

#### 3.1.3 **Dual Party Relay Service or Telecommunications Relay Service**

Dual Party Relay Service or Telecommunications Relay Service permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. The Company concurs with the rates, rules and regulations filed with the Commission as they relate to the provision of this service. The Company will apply the required surcharge to Customer bills in accordance with the aforementioned rules.

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## SECTION 3 - LOCAL EXCHANGE SERVICE, (CONT'D.)

### 3.2 VERIFICATION AND EMERGENCY INTERRUPT SERVICE

#### 3.2.1 General

##### A. Verification

1. The Company furnishes Verification Service to business and non-pre-paid residence local exchange Customers only for the purpose of aiding Customers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local Customer line.
2. A Customer-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.

##### B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service to business and non-pre-paid residence local exchange Customers only when a Customer who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
3. The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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## SECTION 3 - LOCAL EXCHANGE SERVICE, (CONT'D.)

### 3.2 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd.)

#### 3.2.2 Rates

- A. No charge will apply if the requesting Customer states that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. If the number verified is not in use, or as a result of the interrupt the line is cleared, and, at the calling party's request, the operator completes the call, then charges for Operator Assisted Local Calls will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt Charges.

#### Nonrecurring Charge

##### 1. Verification Request, each

Business	\$ Reserved for Future Use
Residence	\$ Reserved for Future Use
Pre-Paid Residence	\$ Not Available

##### 2. Emergency Interrupt Request, each

Business	\$ Reserved for Future Use
Residence	\$ Reserved for Future Use
Pre-Paid Residence	\$ Not Available

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## SECTION 4 - DIRECTORY PUBLICATION AND USE

### 4.1 DIRECTORY LISTINGS

#### 4.1.1 Provision of Directory Listings

- A. For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge.
- B. At a Customer's option, the Company will arrange for additional listings at the rates set forth in this Tariff.
- C. Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service.
- D. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
- E. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- F. Non-published Telephone Number Service is provided by the Company. This is a type of service where the Customer's number is not included in the published directory, but is included in the information records and is provided by the directory assistance operator upon request.

#### 4.1.2 Primary Directory Listings

- A. Number of Listings Provided Without Charge

Except as provided in this Tariff, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

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## SECTION 4 - DIRECTORY PUBLICATION AND USE, (CONT'D.)

### 4.1 DIRECTORY LISTINGS (Cont'd.)

#### 4.1.3 Additional Directory Listings

##### A. General

1. Additional Directory Listings service is offered to business and non-pre-paid residence local exchange Customers only.
2. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
3. Additional listing charges are automatically discontinued upon termination of the main service.

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## SECTION 4 - DIRECTORY PUBLICATION AND USE, (CONT'D.)

### 4.1 DIRECTORY LISTINGS (Cont'd.)

#### 4.1.4 Non-Published Telephone Number Service

##### i. General

1. Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory.
2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.
3. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.

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## SECTION 4 - DIRECTORY PUBLICATION AND USE, (CONT'D.)

### 4.1 DIRECTORY LISTINGS (Cont'd.)

#### 4.1.4 **Non-Published Telephone Number Service, (Cont'd.)**

##### A. General (Cont'd.)

4. The rate for Non-Published Telephone Number Service does not apply to:
  - a. additional service furnished to the same Customer who has other service listed in the directory at the same address.
  - b. a Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
  - c. service which is installed for a temporary period.
5. A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

#### 4.1.5 **Non-listed Telephone Number Service**

- A. A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.
- B. A Service Connection Charge, as stated in Section 2 of this Tariff, applies to the establishment or change of non-listed telephone numbers.

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## SECTION 4 - DIRECTORY PUBLICATION AND USE, (CONT'D.)

### 4.1 DIRECTORY LISTINGS, (Cont'd.)

#### 4.1.6 Liability For Directory Listing Service

##### A. General

1. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The Customer agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by Applicants or Customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between Customers or others as a result of listings published in the directory.

#### 4.1.7 Rates and Charges

	<u>Business</u>	<u>Residence</u>	<u>Pre-Paid Residence</u>
--	-----------------	------------------	---------------------------

##### A. Recurring Monthly Rate

Primary Service Listing	No Charge	No Charge	No Charge
Additional Listings	\$ Reserved for Future Use	Not Available	
Non-Published Telephone Number Service	\$ Reserved for Future Use	\$ 5.00	
Non-listed Telephone Number Service	\$ Reserved for Future Use	Not Available	

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## SECTION 4 - DIRECTORY PUBLICATION AND USE, (CONT'D.)

### 4.1 DIRECTORY LISTINGS (Cont'd.)

#### 4.1.7 Rates and Charges (Cont'd.)

##### B. Service Charges

1. See Section 2 of this Tariff for applicable Service Charges. A Secondary Service Order Charge applies for additions or changes in directory listings. For all orders to establish or change non-published telephone numbers a Service Order and Central Office Line Connection Charge applies.
2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).

### 4.2 PROVISION AND OWNERSHIP OF DIRECTORIES

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.
- B. Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its Customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 6 of this Tariff.

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## SECTION 5 - MISCELLANEOUS SERVICE ARRANGEMENTS

### 5.1 LOCAL DIRECTORY ASSISTANCE SERVICE

#### 5.1.1 General

- A. Local directory assistance is available to business and non-pre-paid residence local exchange Customers only unless specified otherwise.
- B. Local directory assistance service is furnished to Customers who request assistance in determining directory information.
- C. No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State having the authority to certify the existence of such handicaps.
- D. Charges for directory assistance are not applicable to calls placed from public or semi-public pay stations, or from hospitals and hotel guest room.
- E. No credit will be given for any unused portion of the call allowance. No credit will be given for requested listings that are nonpublished or nonlisted. No credit will be given for requested listings that are not found in the Company's directory assistance records.
- F. Call allowances are not transferable between separately billed accounts of the same Customer.

#### 5.1.2 Rates and Charges      Business    Residence    Pre-Paid Residence

Directory Assistance      \$ Reserved for Future Use    Not Available

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## SECTION 5 - MISCELLANEOUS SERVICE ARRANGEMENTS, (CONT'D.)

### 5.2 TOLL RESTRICTION SERVICE

#### 5.2.1 General

- A. Toll Restriction Service automatically applies to pre-paid residence local exchange Customers at no charge.
- B. Toll Restriction Service is an optional service for business and non-pre-paid residence local exchange Customers.
- C. Toll Restriction Service prevents the origination of unauthorized toll calls from a Customer's line, by means of blocking at the Company's central office.
- B. This arrangement denies all outgoing calls starting with the digit "1" or "0".
- C. All local calls will be permitted from the Customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
- E. Except for pre-paid Customers, this service will not block all toll calls a Customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., 976, if available).
- F. The Customer accepts full responsibility for denial of access to the toll network.
- G. The Customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. The Customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".
- I. This service is available only where facilities permit.

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## SECTION 5 - MISCELLANEOUS SERVICE ARRANGEMENTS, (CONT'D.)

### 5.2 TOLL RESTRICTION SERVICE, (Cont'd.)

5.2.2 Rates and Charges	Business	Residence	Pre-Paid Residence
Toll Restriction	\$ Reserved for Future Use		\$ No Charge

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## SECTION 5 - MISCELLANEOUS SERVICE ARRANGEMENTS, (CONT'D.)

### 5.3 LOCAL OPERATOR SERVICE

#### 5.3.1 Operator Assisted Charges

- A. Operator Assisted Services are not available to pre-paid residence local exchange Customers. Operator Assisted Services are available to business and non-pre-paid residence local exchange Customers.
- B. All types of Local Exchange Service have local calling areas as specified in Section 6 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
- C. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.
- D. The following Service Charges for operator assisted local calls apply in addition to the local dial rate applicable.

- 1. Station-to-Station Customer dialed credit card local call.

Each call,

Business	\$ Reserved for Future Use
Residence	\$ Reserved for Future Use
Pre-Paid Residence	\$ Not Available

- 2. Station-to-Station operator assisted sent-paid, collect, third number, and non-Customer-dialed credit card calls.

Each call,

Business	\$ Reserved for Future Use
Residence	\$ Reserved for Future Use
Pre-Paid Residence	\$ Not Available

- 3. Person-to-person operator assisted local call.

Each call,

Business	\$ Reserved for Future Use
Residence	\$ Reserved for Future Use
Pre-Paid Residence	\$ Not Available

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## SECTION 5 - MISCELLANEOUS SERVICE ARRANGEMENTS, (CONT'D.)

### 5.3 LOCAL OPERATOR SERVICE (Cont'd.)

#### 5.3.1 Operator Assisted Charges (Cont'd.)

- E. Service Charges do not apply for the following Operator Assisted Local Calls:
1. Calls to designated Company numbers for official telephone business;
  2. Emergency calls to recognizable authorized civil agencies; or
  3. Those cases where an operator provides assistance to:
    - a. Re-establish a call that has been interrupted after the calling number has been reached;
    - b. Reach the calling telephone number where Company-provided facility problems prevent Customer dial completion; or
    - c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

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## SECTION 5 - MISCELLANEOUS SERVICE ARRANGEMENTS, (CONT'D.)

### 5.4 CALL MANAGEMENT SERVICES

#### 5.4.1 **General**

Call Management Services are optional services available to all Customers, subject to limitation for pre-paid residence local exchange service Customers. The following features are available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit. Customers may subscribe to one or more of the following features.

#### 5.4.2 **Description of Features**

1. **Call Waiting** – Call waiting permits the Customer engaged in a call to receive a tone signal indicating a second call is waiting; and, by operation of the switch hook, to place the first call on hold and answer the waiting call.
2. **Call Forwarding** - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

3. **Caller ID** – Automatically displays the phone number of the caller on a display unit at the time the call is received, enabling the Customer to know who is calling before they pick up the phone. The Company will not be liable for any economic harm, personal injury, caused or claimed to be caused, directly or indirectly, by the Company's delivery or failure to deliver the telephone number of the calling party.

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## SECTION 5 - MISCELLANEOUS SERVICE ARRANGEMENTS, (CONT'D.)

### 5.4 CALL MANAGEMENT SERVICES, (Cont'd.)

#### 5.4.2 **Description of Features**, (Cont'd.)

4. Call Return – Allows the Customer to return a call to the last incoming call whether answered or not.
5. Three-Way Calling – Permits the Customer to add a third party to an established connection on both outgoing and incoming calls.

#### 5.4.5 **Rates – Business and Non-Pre-Paid Residence**

	<u>Business</u>	<u>Residence</u>
Call Waiting	Reserved for Future Use	
Call Forwarding	Reserved for Future Use	
Caller ID	Reserved for Future Use	
Call Return	Reserved for Future Use	
5 – Pack*	Reserved for Future Use	

#### 5.4.6 **Rates – Pre-Paid Residence**

	<b>Pre-Paid Residence</b>
Call Waiting	\$ 5.00
Call Forwarding	\$ 5.00
Caller ID	\$ 10.00
Caller ID Blocking, per call	\$ No Charge
Call Return	\$ 8.00
5 – Pack*	\$ 20.00

\* The monthly rate for “5-Pack” includes all of the above features plus 3-Way Call.

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## SECTION 6 - CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 6.1 CONNECTION ON CUSTOMER PREMISE

#### 6.1.1 **General**

Terminal equipment, inside wiring and/or communications systems may be connected at the Customer's premise to facilities furnished by the Company for telecommunications services, subject to the conditions and rates set forth in this Section and as otherwise provided in these Tariffs.

#### 6.1.2 **Responsibility of the Company**

- A. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided terminal equipment, inside wiring or communications system. Telecommunications Services are not represented as adapted to the use of all types of terminal equipment or communications systems. Where terminal equipment or communication systems are used with Telecommunications Services, the responsibility of the Company shall be limited to the furnishing of service components suitable for Telecommunications Services and to the design, maintenance and operation of service components in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, (2) the reception of signals by terminal equipment or communications systems, or (3) address signaling where such signaling is performed by signaling equipment.
- B. At the Customer's request the Company will provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with Telecommunications Services.
- C. The Company may make changes in its Telecommunications Service, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC rules. If such changes can be reasonably expected to render any Customer's terminal equipment incompatible with Telecommunications Service, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the Customer will be given adequate notice at least thirty (30) days in advance, in writing, to allow the Customer an opportunity to maintain uninterrupted service.

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## SECTION 6 - CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES, (CONT'D.)

### 6.1 CONNECTION ON CUSTOMER PREMISE (Cont'd.)

#### 6.1.2 Responsibility of the Company (Cont'd.)

- D. The Company shall not be responsible to the Customer if such changes, which are not inconsistent with Part 68 of the FCC Rules and Regulations, renders the Customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment.

#### 6.1.3 Liability of the Company

- A. The Company will not be responsible for any loss, damage or any impairment or failure of service arising from, or in connection with, the use of terminal equipment.
- B. The Company will not be liable for damages arising out of injuries to persons or property caused by the Customer-provided terminal equipment from voltages or currents transmitted over the facilities of the Company.

#### 6.1.4 Responsibility of the Customer

- A. Upon request of the Company, the Customer shall give proper notice of intention to the Company when connection of terminal equipment or protective circuitry is made. The Customer also shall provide to the Company the line(s) to which such connection is to be made, the FCC Registration Number and the Ringer Equivalence of the registered terminal equipment or registered protective circuitry, so as to comply with the FCC Rules and Regulations.
- B. The operating characteristics of Customer-provided terminal equipment, inside wiring or communications systems shall be such as to not interfere with any of the services offered by the Company, and shall conform to the network protection criteria set forth in this Section. In addition, terminal equipment and facilities shall be operated within the limits set forth below:
1. The safety of Company employees or the public cannot be endangered.
  2. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
  3. No interference with the proper functioning of Company equipment or facilities.

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## SECTION 6 - CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES, (CONT'D.)

### 6.1 CONNECTION ON CUSTOMER PREMISE (Cont'd.)

#### 6.1.4 Responsibility of the Customer, (Cont'd.)

B. (Cont'd.)

4. The operation of the equipment and facilities cannot impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services.

C. Upon suitable notification to the Customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of Customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.

D. Upon notice from the Company that the terminal equipment of the Customer is causing or is likely to cause hazard or interference, the Customer shall make such changes as may be necessary to remove or prevent such hazard or interference, and shall confirm in writing to the Company within ten (10) days following receipt of notice from the Company that such changes have been made. When immediate action is required to protect the Company's facilities from hazards caused by terminal equipment, the Company may immediately take such action as is necessary without prior notice to the Customer. As soon as possible after such action is taken, the Company will inform the Customer of the nature of the hazard and the type of remedial action taken. Failure of the Customer to remove the hazard or make remedial changes in the terminal equipment or to give the required written confirmation to the Company shall result in suspension of the Customer's service until such time as the Customer complies with the provisions of this Tariff.

E. The Customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining terminal equipment used in connections with facilities of the Company.

#### 6.1.5 Connection at Hazardous or Inaccessible Locations

Terminal equipment and facilities which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected with facilities of the Company for Telecommunications Service through connecting equipment furnished by the Company.

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## SECTION 6 - CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES, (CONT'D.)

### 6.1 CONNECTION ON CUSTOMER PREMISE (Cont'd.)

#### 6.1.6 Connections of Registered Equipment

##### A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the Customer's premise to the telecommunications network, subject to Part 68 of the FCC Rules, and the provisions of this Tariff.

1. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied. The Company may discontinue service or impose other remedies as provided for in Part 68 for failure to comply with these provisions.

##### B. Premise Wiring Associated With Registered Communications Systems

1. Protected premise wiring requiring acceptance testing for imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.
2. Unprotected premise wiring is all other premise wiring.
  - a. Customers who intend to connect premise wiring other than fully-protected premise wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.

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## SECTION 6 - CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES, (CONT'D.)

### 6.1 CONNECTION ON CUSTOMER PREMISE (Cont'd.)

#### 6.1.6 **Connections of Registered Equipment** (Cont'd.)

##### B. Premise Wiring Associated With Registered Communications Systems, (Cont'd.)

3. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:
  - a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
  - b. A failure has occurred during acceptance testing for imbalance; or
  - c. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under Part 68.
4. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

##### C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

1. The connection is required in the interest of national defense and security;
2. The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
3. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

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## SECTION 6 - CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES, (CONT'D.)

### 6.2 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS

#### 6.2.1 General

- A. Telecommunications Services are not represented as adapted to the recording of two-way telephone conversations. However, voice recording equipment may be directly, acoustically or inductively connected with telecommunications services as follows:
1. A distinctive recorder tone that is repeated at intervals of approximately fifteen (15) seconds is required when recording equipment is in use and is connected with services of the Company; or
  2. All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing, or be part of, and obtained at the start of the recording.
- B. The voice recording equipment shall be so arranged that, at the will of the user, it can be physically connected to and disconnected from the services of the Company or switched on and off.
- C. A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:
1. The licensee informs each party to the call of its intent to broadcast the conversation;
  2. each party to the call is aware of the licensee's intent to broadcast the call; or
  3. such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
- D. The Federal Communications Commission has established exceptions to these requirements in cases of recording of: calls to and from emergency numbers involving health, safety, police, public utilities and road service; calls made by the U.S. Department of Defense Emergency Command Centers and U.S. Nuclear Regulatory Commission Operations Centers; calls made from patently unlawful purposes (such as bomb threats, kidnap ransom requests and obscene telephone calls); calls made by the U.S. Secret Service concerning Presidential security; and calls made by law enforcement or intelligence authorities acting under color of law.

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## SECTION 6 - CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES, (CONT'D.)

### 6.3 SERVICE CHARGES

#### 6.3.1 **Failure of Acceptance Tests**

If the premise wiring of communications systems fails acceptance tests monitored by, or participated in by, the Company as provided in Section 68.215 of the FCC's code and/or if the wiring has caused harm to the network, the Customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.

#### 6.3.2 **Line Conditioning or Treatment**

Should a Customer's line require treatment or conditioning other than that which would normally be required to operate a local loop because of the connection of Customer premise equipment or transmission of data, the Customer will be required to bear the cost that exceeds normal engineering standards for local loops. The cost will be determined on an individual cost basis.

#### 6.3.3 **Damages to Facilities**

Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the Customer to facilities or equipment of the Company, caused by the negligence or willful act of the Customer or resulting from improper use of Company facilities, or due to the malfunction of any facilities or equipment provided by other than the Company.

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